

Decision Requests

- **Always provide context.** In a request, consider all relevant information that needs to be known to make a decision or follow through on a commitment.
- **Communicate clearly.** Be direct in getting to the point, be concise, and don't leave anything ambiguous. If you are using an acronym, be sure to spell it out, at least the first time. You will need to "tell the story." Don't assume everyone is as well-versed on the subject matter as you and your team.
- **Use professional standards.** Use consistent, agreed-upon formatting, and have zero tolerance for careless spelling/grammatical errors. For all formatting, use the following standards:
 - Font: Times New Roman, 12 pt.
 - Headings: Roman numeral, bold.
 - Content: Circle bullet points
- **Follow the standard process.** Follow guidelines on when, with whom, and how to engage. Do not submit your updates late or request decisions last minute unless absolutely necessary. This causes extra work.
- **Be responsive.** It should be clear on the document with whom to do any follow ups. That person should be responsive and have the knowledge to answer any questions.

Missouri Department of Higher Education and Workforce Development
Missouri Office of Workforce Development

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Decision Requests

TO: [Director], [Mardy Leathers]

FROM: [Subject Matter Expert (Name, Title)]

CC: [Other Office Staff, topic dependent]

DATE: [Date (the day you are sending request, NOT the start/end date or due date)]

DESCRIPTION: Here you will provide what the request is regarding in a few short words. [Headline to “Summarize” the request]

I. NATURE OF REQUEST

This is where you will provide what you are requesting in 1-3 sentences. Please provide a clear and concise explanation of what you need. *[Please remember, the audience you are presenting this information to will be the Governor’s Office—please assume they are not informed on the subject matter you are referring to].*

II. TIMELINE

Please provide a timeline of the issue at hand, make sure to add potential start/end dates as well as any due dates that there may be. Also, be sure to mention why it needs to be completed by the given due date that you will be proposing. *[When the decision needs to be made by].*

III. CONTEXT

This will be where you provide and explain what the topic is, why it is important, problems that may be expected, conflicts of interest, if any, and the roles and responsibilities of those involved. You need to provide background or other relevant information to the subject matter, so a decision can be made. Make sure you are clear and concise. You should also be able provide the benefits of the subject matter. Depending on your request, it may be appropriate to add in supporting evidence or research. i.e. attachments, graphs, etc. *[Again, please make sure you are providing enough information so that if someone reading this is not informed on the topic, they will be after reading this].*

IV. OPTIONS AND RECOMMENDATIONS

Provide options (as appropriate), with fact-based pros and cons, with director’s recommendation (if possible) for a decision or action to be made. You should also provide what is not recommended (if applicable).

V. CONTACT INFORMATION

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